

Primary Care Provider Satisfaction Survey

Wisconsin Partnership Program

April 2004

Description of Survey Process

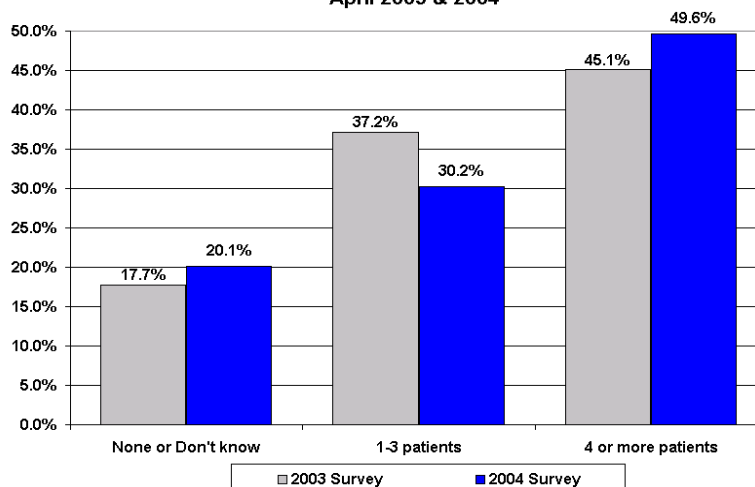
In January 2004, staff from the Department of Health and Family Services and the Partnership organizations developed a provider satisfaction survey for primary care physicians. The survey was mailed in February 2004 to all 350 primary care physicians contracting with the Wisconsin Partnership Program (WPP). (A similar survey was conducted in October 2001 and April 2003 of primary care physicians.) Over 40% of the 2004 surveys were completed and returned, as compared to the return rate of 35% in the 2003 survey. The following table summarizes the number of surveys sent and returned.

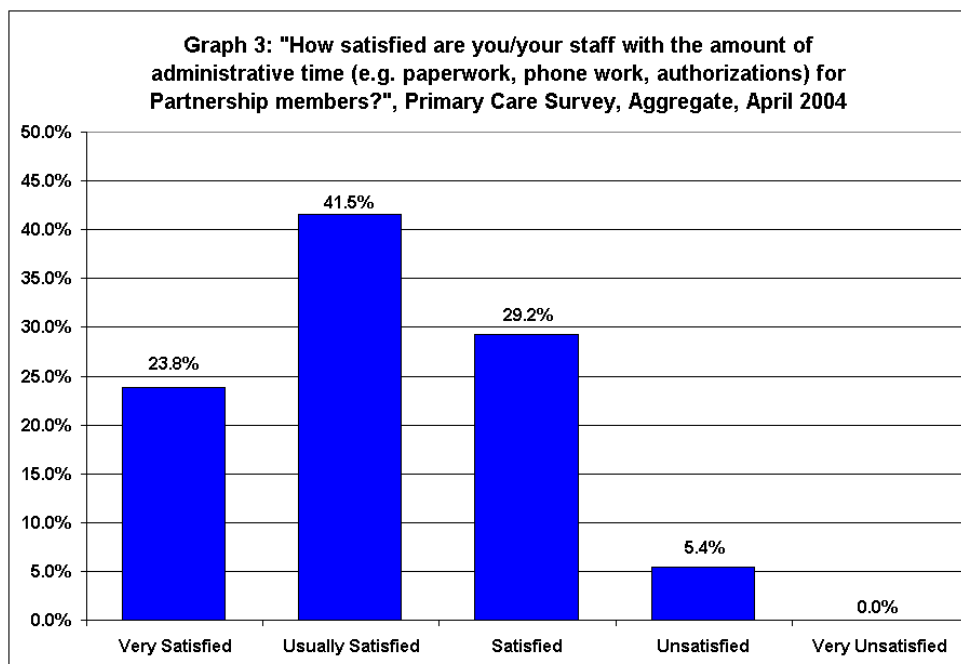
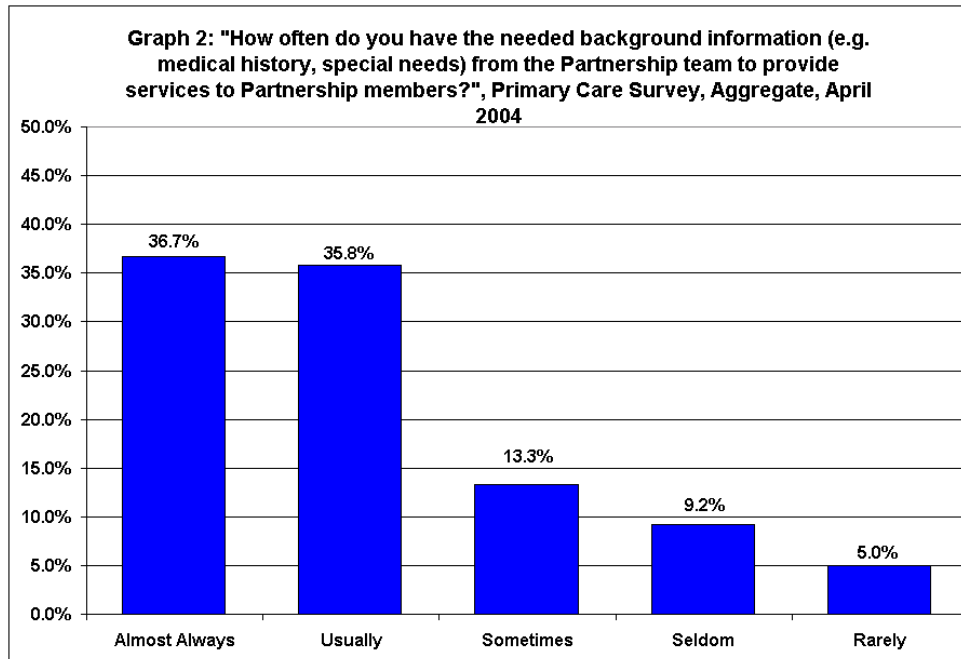
	# Surveys Sent	# Surveys Completed	% Surveys Completed	#, % Surveys Returned, Incorrect Address
CCE	38	13	34.2%	2 (5.3%)
CHP	142	62	43.7%	7 (4.9%)
CLA	76	26	34.2%	0 (0.0%)
Elder Care	94	40	42.6%	1 (1.1%)
Total	350	141	40.3%	10 (2.9%)

The following graphs compare the responses in aggregate, by Partnership organization, and with the April 2003 survey, when applicable. The aggregate survey findings are statistically significant at a 95% confidence level and confidence interval of six. The findings are statistically significant for CHP and Elder Care at a 95% confidence level and confidence interval of ten because of the larger number of surveys returned. The majority of the responses to the survey are very positive, especially responses about the amount of paper and phone work, and the questions pertaining to care management, coordination and implementation of care. A number of physicians did not know how many Partnership members they treated in their practice. It's unknown if it's common knowledge for physicians to know their patient's managed care program.

Administrative Support and Program Knowledge

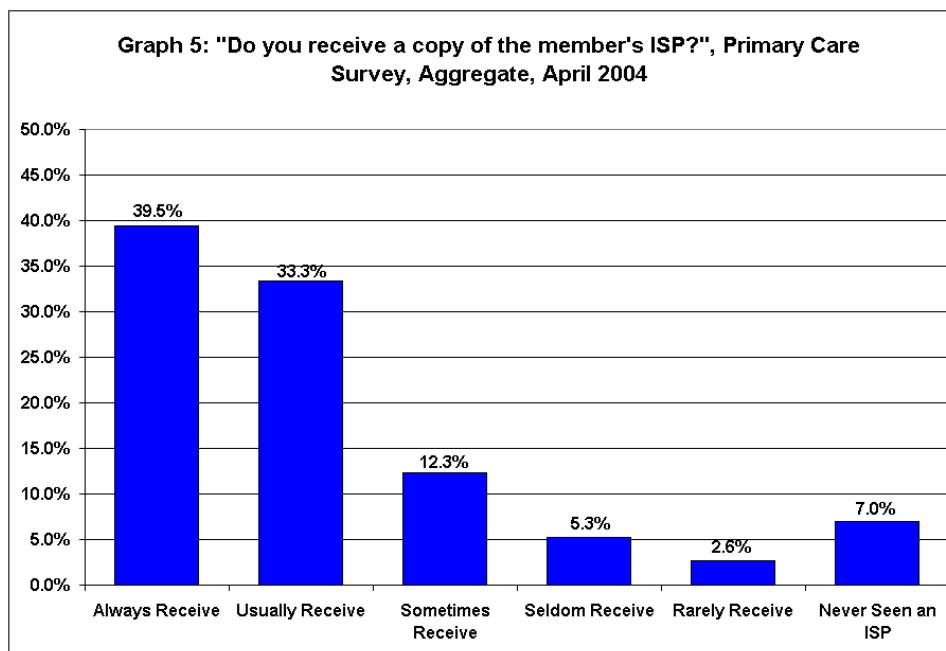
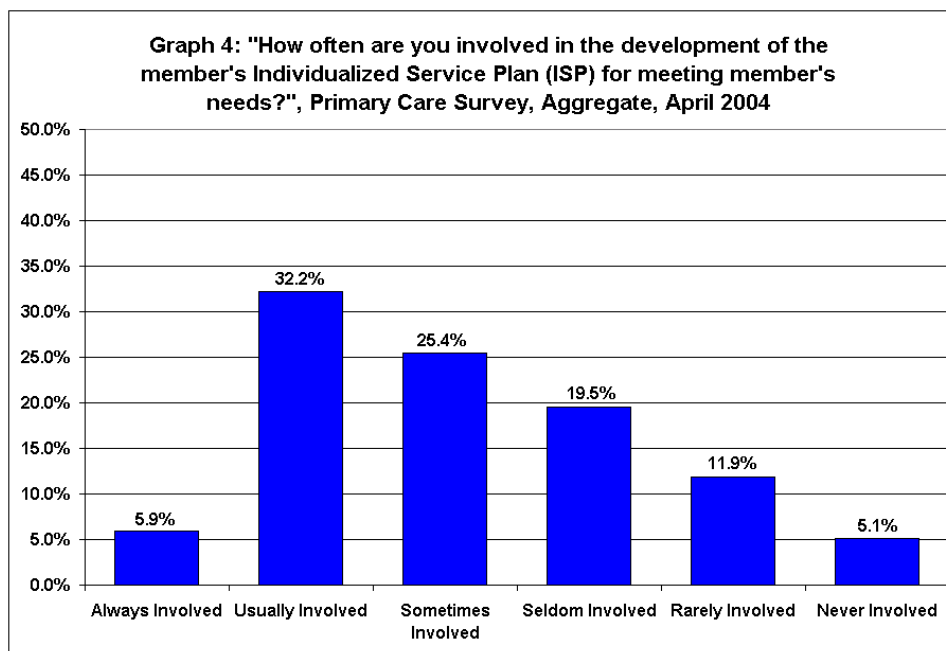
Graph 1 "How many of your patients are members in the Partnership Program?", Primary Care Survey, Aggregate, April 2003 & 2004





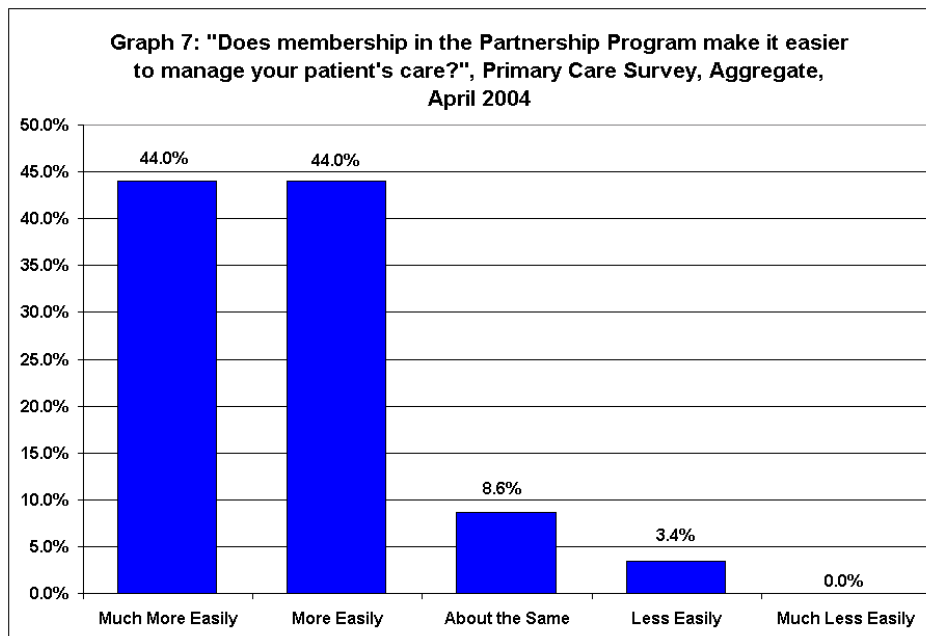
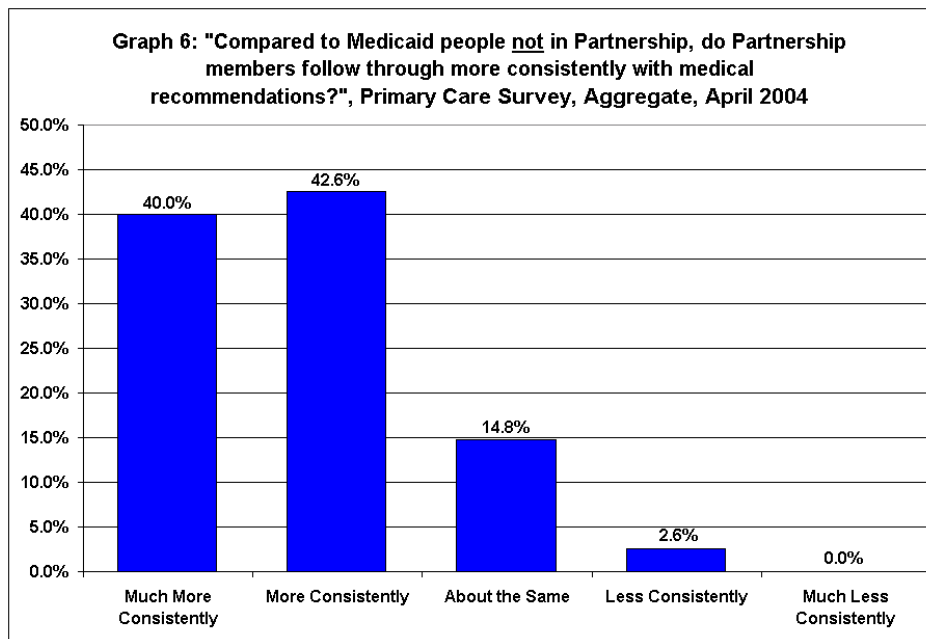
Physicians, who returned the survey, have the needed background information to treat Partnership members more than 70% of the time. The vast majority of physicians are “satisfied” to “very satisfied” with the amount of paperwork, phone work and authorization process. Only 5.4% of those returning the survey were “unsatisfied”.

Development & Receipt of Individualized Service Plan (ISP)

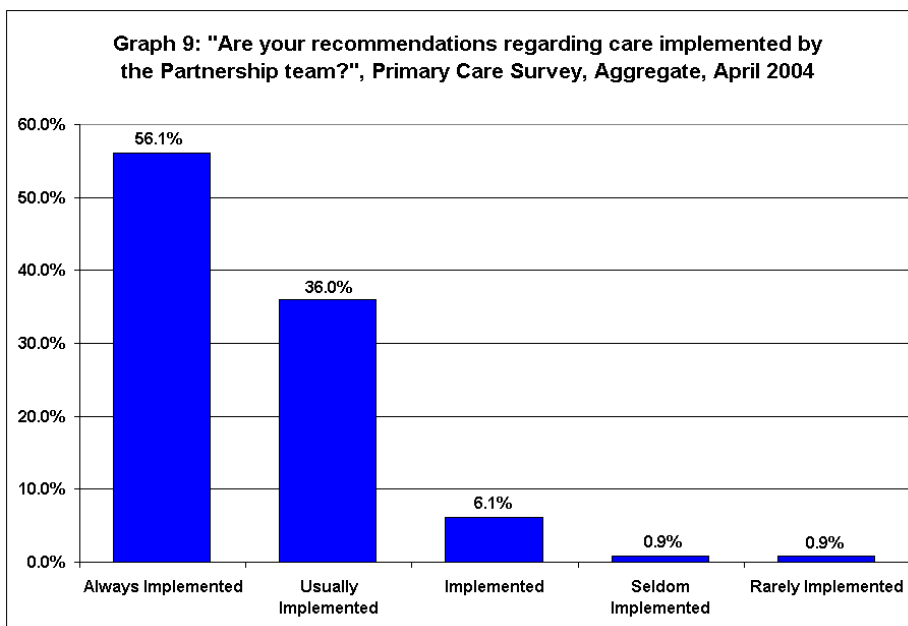
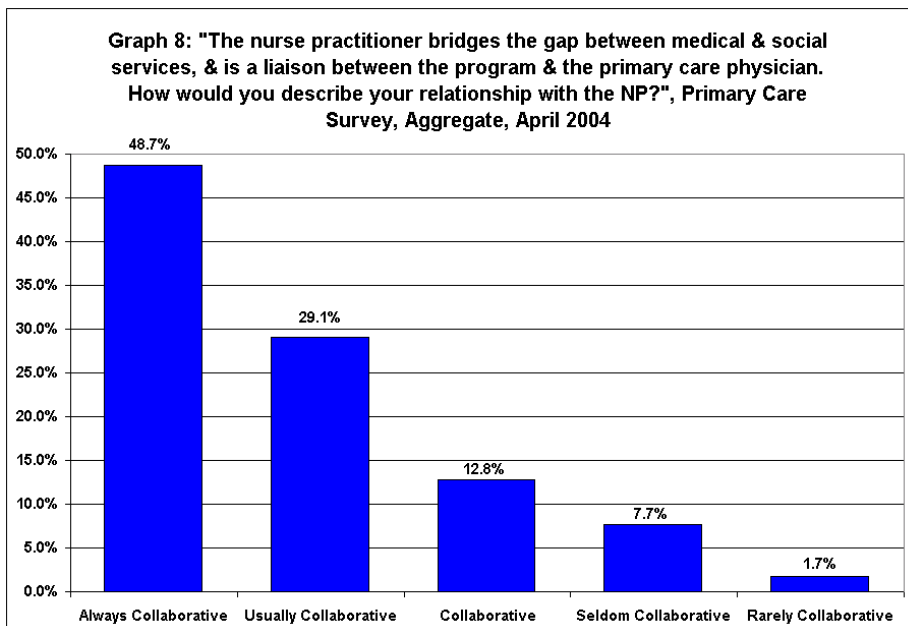


In the 2003 survey, 15.4% of the physicians indicated that they had not seen an ISP but only 7.0% said that in the 2004 survey. Just 20.0% of the physicians were involved in the ISP development in 2003 and almost 40.0% were “usually” or “always” involved in its development in 2004. The Partnership organizations have significantly increased the physician involvement in the development of the ISP and more physicians indicate that they receive the ISP in 2004 than in 2003. However, further improvements can occur because 17.0% of the physicians are “never” or “rarely” involved in the ISP development and almost 10% “never” or “rarely” receive the ISP.

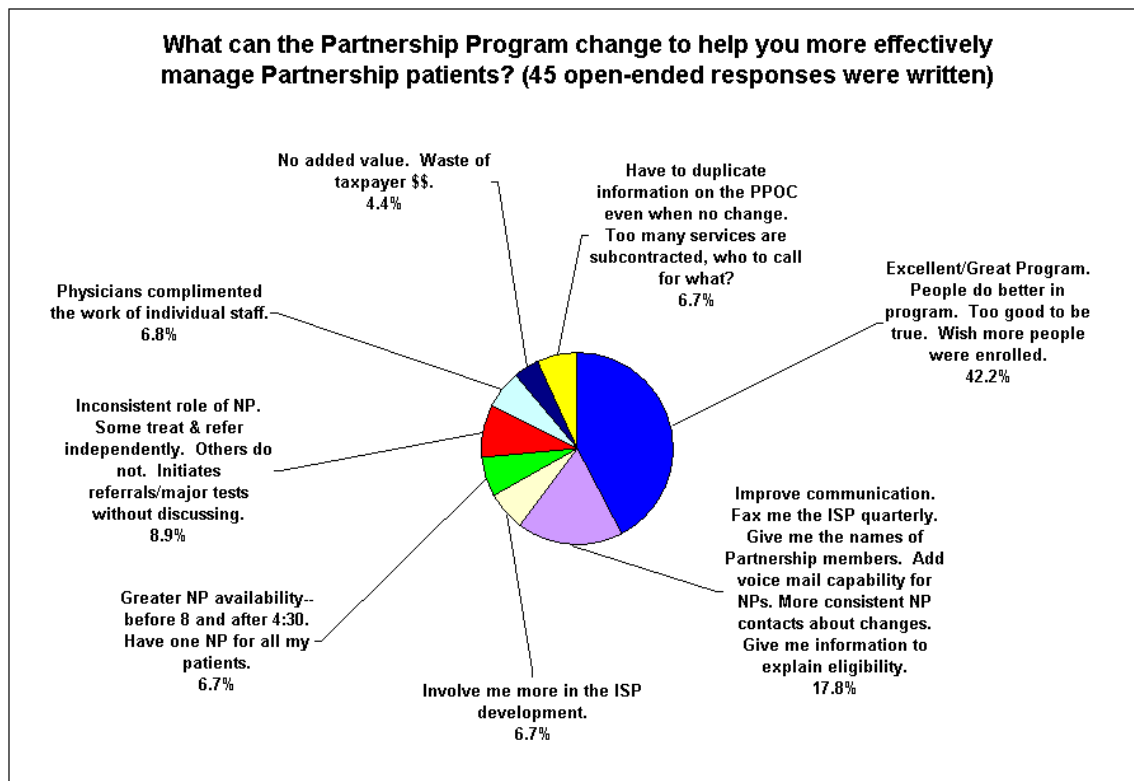
Care Management, Coordination, and Implementation



These two graphs show that almost 85% of the physicians, who returned the survey, believe that Partnership members follow through with medical recommendations “more consistently” and “much more consistently” than other Medicaid patients do and that Partnership members are easier to manage than non-Partnership Medicaid patients.



Graph 9 may be the most informative graph in this study—92.1% of the physicians who returned the survey, answered that their recommendations were “usually” and “always” implemented. The nurse practitioner usually accompanies the patient to appointments with doctors. Anecdotally, we know that patients, especially elderly patients, do not always understand the medical recommendations made by their physician. Because of the nurse practitioner’s training, he/she can minimize the knowledge gap between the physician and patient, and relay the treatment recommendations to other team members. This coordinated effort supports a perceived 92.1% follow through of medical recommendations.



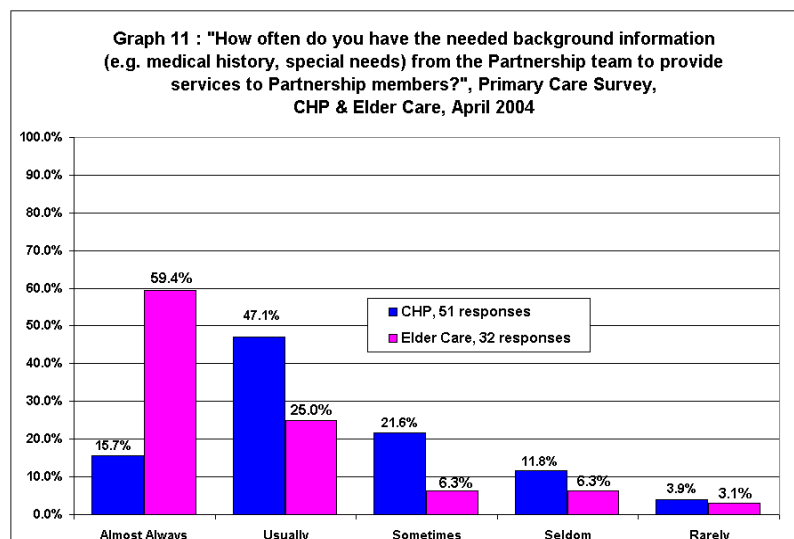
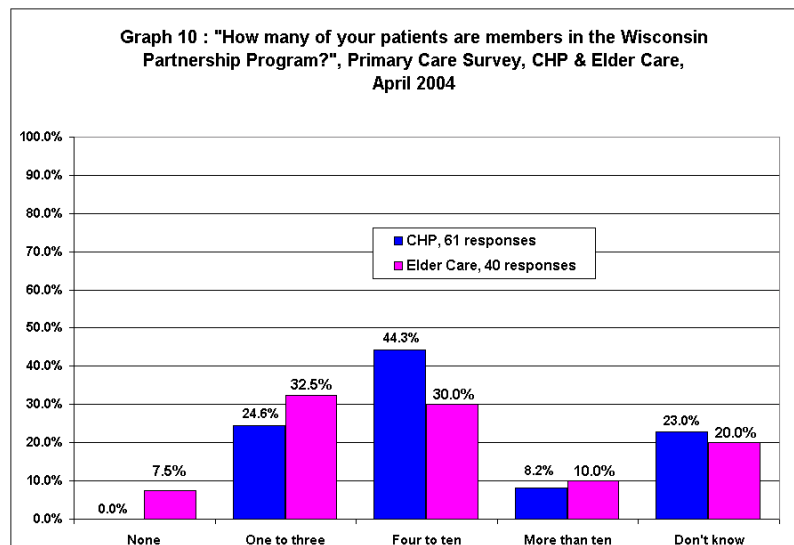
Summary of the Aggregate Findings

- Almost half (49.6%) of the primary physicians who returned the survey had 4 or more Partnership members compared to 45.1% in the 2003 survey;
- 17.0% of the responding physicians did not know how many Partnership members they served compared to 14.0% in 2003. In future surveys this question needs to differentiate between the physician who simply doesn't know whether he/she has three or five members, versus the physician who doesn't know if he/she has any.
- In 2004, fewer physicians responded that they had the needed background information to serve Partnership members. In 2004, 72.5% of the primary care physicians responded that they "Almost Always" or "Usually" had the needed information compared to 93.7% of the physicians in the 2003 survey. This is a statistically significant difference.
- The level of satisfaction with paperwork, phone work, etc. remains high at about 95% of physicians who returned the survey.
- The Partnership organizations have significantly increased the physician involvement in the development and receipt of the ISP. In the 2004 survey, only 7.0% of the physicians indicated that they had not seen an ISP compared to 15.4% in 2003. Almost 40% of the physicians were "Always" or "Usually" involved in the ISP development compared with 20% in 2003. This is a statistically significant difference.
- The 2004 survey asked more questions about care management, coordination and implementation of physician recommendations. The responses to these four questions were generally the most positive responses in the survey and may be the foundation of the successfulness of the Partnership Program model.

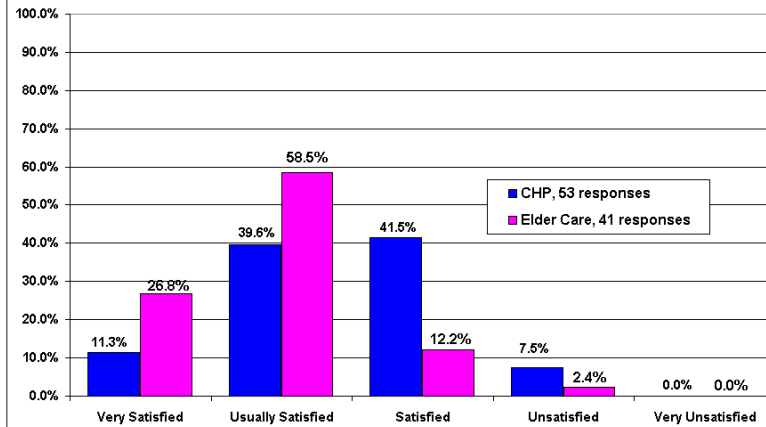
- ✓ 82.6% of responding physicians indicated that Partnership members followed through with medical recommendations “Much More Consistently” or “More Consistently” than Medicaid people not in Partnership;
- ✓ 88.0% of responding physicians indicated that membership in the Partnership Program made it easier to manage their patient’s care;
- ✓ 90.6% of responding physicians indicated that the relationship with the nurse practitioner was “Always Collaborative (48.7%), “Usually Collaborative (29.1%) or “Collaborative (12.8%).
- ✓ 92.1% of responding physicians indicated that their recommendations regarding care were “Always Implemented” or “Usually Implemented”.

Survey Findings by Partnership Organization

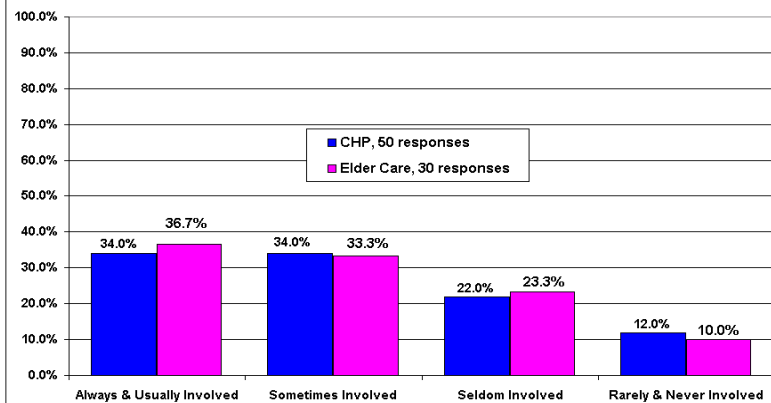
The findings are statistically significant only for CHP and Elder Care because of the larger number of surveys returned. The findings are statistically significant at a 95% confidence level and confidence interval of ten. Thus, few comparisons will be made with CCE and CLA.



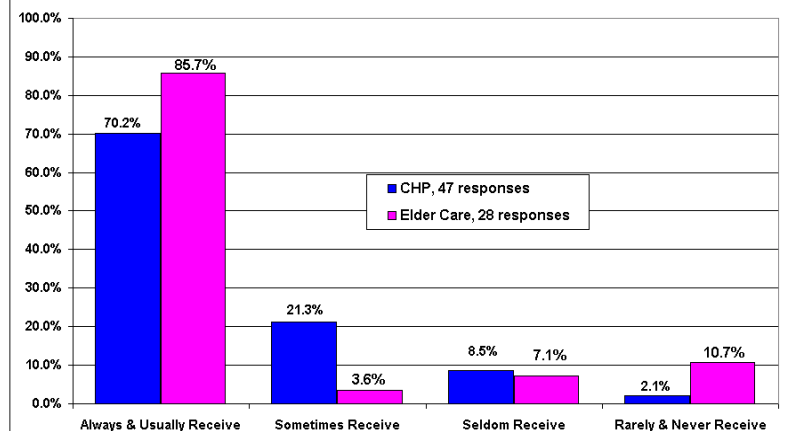
Graph 12: "How satisfied are you/your staff with the amount of administrative time (e.g. paperwork, phone work, authorizations) for Partnership members?", Primary Care Survey, CHP & Elder Care, April 2004



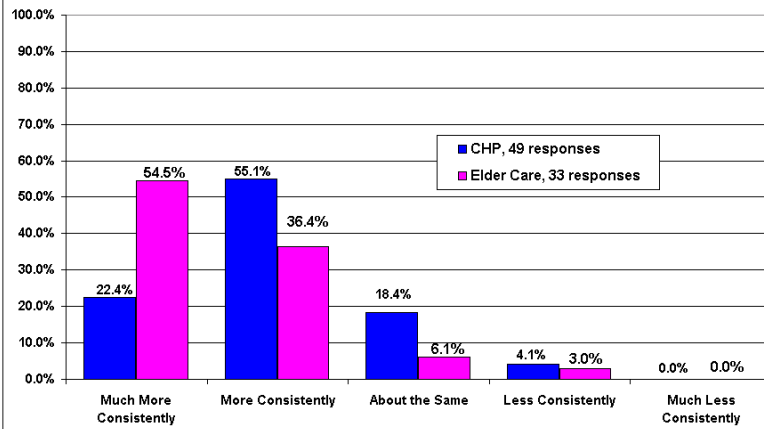
Graph 13: "How often are you involved in the development of the member's Individualized Service Plan (ISP) for meeting member's needs?", Primary Care Survey, CHP & Elder Care, April 2004



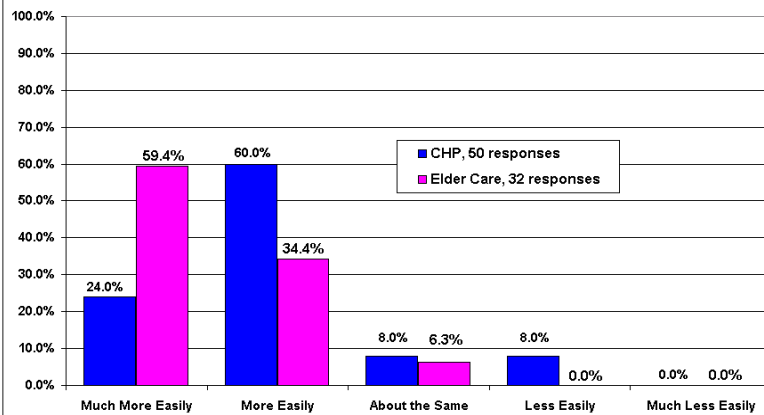
Graph 14: "Do you receive a copy of the member's ISP?", Primary Care Survey, CHP & Elder Care, April 2004



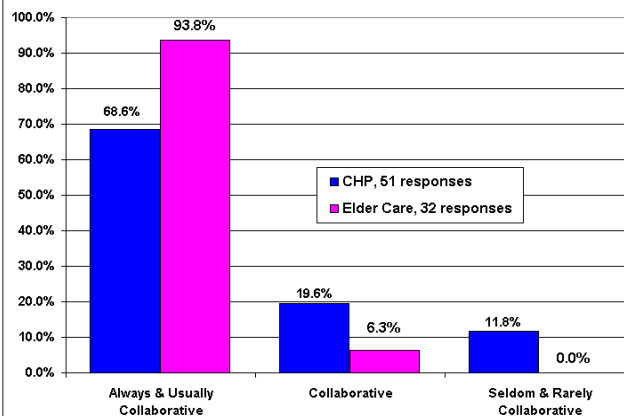
Graph 15: "Compared to Medicaid people not in Partnership, do Partnership members follow through more consistently with medical recommendations?", Primary Care Survey, CHP & Elder Care, April 2004

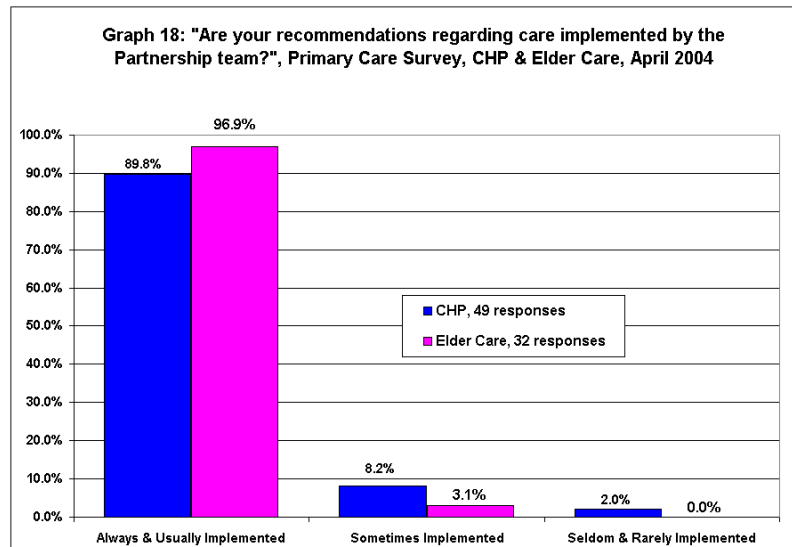


Graph 16: "Does membership in the Partnership Program make it easier to manage your patient's care?", Primary Care Survey, CHP & Elder Care, April 2004



Graph 17: "The NP bridges the gap between medical & social services, & is a liaison between the program & the primary care physician. How would you describe your relationship with the NP?", Primary Care Survey, CHP & Elder Care, April 2004





Survey Observations: Comparing Responses between Partnership Organizations

The responses by individual Partnership organizations are statistically significant for CHP and Elder Care. Thus few comments will be made about the responses from CLA and CCE physicians. Some general observations include:

- ◆ CHP & Elder Care had the greatest proportion of primary care physicians who “did not know” if they had any patients in the Partnership Program (23% and 20% respectively). CCE and CLA had 0% and 12% respectively, who answered that they did not know how many Partnership members they served.
- ◆ 85% of Elder Care physicians responded that they “almost always” or “usually” had the needed background information to care for the member and were also “very satisfied” or “satisfied” with the amount of phone work and paperwork.
- ◆ 85.7% of Elder Care physicians responded that they “Always & Usually Receive” the ISP (Individualized Service Plan) compared to 70.2% for CHP. However, just 34-37% of Elder Care and CHP physicians indicated that they are “Always & Usually Involved” in the development of the ISP.
- ◆ 80% of the Elder Care and CHP physicians responded that Partnership members followed through “Much More Consistently” and “More Consistently” than other Medicaid patients and that the Partnership Program made it easier to manage their patient’s care.
- ◆ 93.8% of Elder Care’s physicians responded that they “Always & Usually have a Collaborative” working relationship with the nurse practitioner. 68.6% of CHP physicians responded that way and 11.8% of CHP physicians indicated that they “Seldom & Rarely” had a collaborative relationship with the nurse practitioner. CHP is in the middle of a BCAP (Best Clinical and Administrative Practices) project to improve the collaboration between physicians and nurse practitioners.

Summary and Recommendations

The survey response rate of 40.3% (141 of 350) is slightly above the average rate of return for similarly mailed surveys. In general, the primary care physicians who returned the survey are much more satisfied than dissatisfied. The most positive comments are in the area of care management, coordination and implementation of care. 80-92% of the physicians who returned the survey indicated that Partnership members followed through better with medical recommendations and were easier to manage than other Medicaid patients. 92% of the physicians felt that their medical recommendations were implemented.

Opportunities for improvement may exist regarding physician involvement and knowledge of the member's Individualized Service Plan (ISP). Twenty-four of the 141 physicians (17.3%) who returned the survey "did not know" how many of their patients were in the Partnership Program. Future surveys will differentiate between the physician who simply doesn't know whether he/she has three or five members, versus the physician who doesn't know if he/she has any.

The results of the study reported here should be treated with caution at the individual Partnership organization level. Further research could focus on differences in program knowledge based on the number of Partnership members that a physician sees or whether the differences are associated with seeing frail elderly or people with physical disabilities.

Nancy Crawford, Program & Planning Analyst, Partnership Program